



Introduction

SunRays is a firm which claims *EXCELLENCE* in the field of Civil & Painting Contractors since 1971.

Mr. Prakash Sharma operates this business from:

Kamal Kunj

Subhash Road

Vile Parle (East)

Mumbai 400 057

Tel: 022 – 3366-6666

6758-2330 / 31 / 32

Mobile: 9820628445 (work)

98212-07415 (personal number of Mr. Prakash Sharma)

E-mail: sunrays_india@ymail.com

Mr. Prakash Sharma is supported by Mr. Anil Sharma (Mobile: 8828453039) who is a site supervisor deputed by the company at various locations where they take up work on a contract basis.

They also operate under the name of SunRays Interior and Exterior Pvt. Ltd. where Mr. O. P. Sharma is the Director in charge. E-mail: sunrays_decor@gmail.com

Our Grievances

Our Company owns a ground floor flat in:
Shailja Co-operative Housing Society
50 Pali Hill Road
Bandra (West), Mumbai 400 050

SunRays was awarded a contract for waterproofing various terrace areas of the building, plastering and painting and other miscellaneous jobs.

The work was carried out in a very slip shod manner and huge pieces of plaster were dropped down over a height of 5 floors without proper netting and damage was caused to various covered areas on the ground floor covering our property. These covered areas were totally damaged due to irresponsible workmanship and supervision of SunRays and in particular by Mr. Anil Sharma their site supervisor. When the damage was pointed out to Mr. Anil Sharma the site supervisor, he promised to get all these covered areas repaired at their own cost. Now, six months are over since the damage due to their negligence and when contacted, Mr. Prkalp Sharma the owner has refused to take any responsibility for the same or even come for a meeting to discuss and amicably resolve the matter pertaining to the damage to our private property due to their willful negligence.

Our property has many different terrace areas immediately above it. The complete water proofing work for all these terrace areas was carried out by SunRays, who after doing the basic water proofing, claimed to have tested it before laying of the mosaic tiles.

We have extensive terrace areas over our ground floor property, covering the garage areas, living room and numerous bathrooms. Before mosaic tiling these terrace areas, when the basic water proofing work was completed, and testing was completed, extensive leakages were detected in the garage area, when one of the taps was accidentally left open for a few hours over night. When the failure of the water proofing work was pointed out to the site supervisor, he assured us there was no problem and the “leaky tap was to be blamed”. When we tried to contact Mr. Prkalp Sharma on numerous occasions he refused to take even one phone call or return our numerous calls or reply to our sms(es).

We find this very irresponsible behavior by a senior partner of the company. It is clear from the above, that the waterproofing work carried out was substandard as, if it could not cope up with a few hours of water flow on the terrace, it would not in any way pass 120 days of heavy monsoons of Mumbai.

Not picking up the phone, or returning phone calls seems to be an accepted business practice and procedure at SunRays firm of *EXCELLENCE*.

They excel in being irresponsible.

Soon monsoons arrived and as expected, there were heavy leakages in the living room and bathroom areas, the likes of which we had not seen in our 38 years of occupying this

property. The leakages covered an area of 350 sq. ft. and a large part of the false ceiling finally fell down, due to the failure of SunRays to even take any emergency measures to temporarily stop the leakage and prevent excessive financial loss to property and life.

At present SunRays and Mr. Prkalp Sharma in particular, seems to not want to take responsibility for these and other types of damages caused to our property due to their negligence, poor workmanship, substandard waterproofing work and irresponsible behavior and business ethics.

Readers are requested to carefully investigate SunRays business ethics prior to awarding any further contracts to them or their associate companies.

Customer satisfaction seems to be the last on their agenda.

Be careful or you will be burned.

Enclosures

Log of phone calls made to Mr. Anil Sharma

Log of unanswered phone call to Mr. Prkalp Sharma

Log of sms(es) sent to Mr. Prkalp Sharma

Log of recent sms(es) sent to Mr. Prkalp Sharma and his answers which reflect poor understanding of customer relations / customer service and showing lack to desire to take responsibility and resolve the problems created by SunRays.

Photos showing damage to private property

Report of damage to private property resulting from poor waterproofing work done to the terrace areas.

Keywords

SunRays, Prkalp Sharma, Anil Sharma, Civil Works, Painting Works, Civil & Painting Contractors. sunrays_india, sunray_decor, SunRays complaints, SunRays quality, SunRays customer service, SunRays after sales service.